सर्वोच्च प्राथमिकता

संख्या-02/2026/जी0आई0-8/90-सं0शि0प0का0/2026-02(सं0शि0)/2015

प्रेषक,

जे0पी0सिंह-II,
प्रमुख सचिव,
उत्तर प्रदेश शासन ।

सेवा में,

1- **समस्त अपर मुख्य सचिव/ प्रमुख सचिव/ सचिव, उत्तर प्रदेश शासन ।**
2- पुलिस महानिदेशक, उत्तर प्रदेश ।
3- समस्त मण्डलायुक्त/ समस्त जिलाधिकारी, उत्तर प्रदेश ।

संसदीय शिष्टाचार/पत्राचार कार्यान्वयन अनुभाग **लखनऊ: दिनांक- 15 अप्रैल, 2026**

विषय- मा0 संसद सदस्यों तथा राज्य विधान मण्डल के मा0 सदस्यों के प्रति आधिकारिक व्यवहार के विषय में भारत सरकार द्वारा निर्गत दिशा-निर्देशों का कड़ाई से अनुपालन किये जाने के संबंध में।

महोदय,

कृपया उपर्युक्त विषय के संबंध में अनुसचिव, गृह मंत्रालय (सी0एस0) डिवीजन, भारत सरकार के पत्र सं0-15013/14/2026-सी0एस0आर0-III, दिनांक-20-02-2026 का संदर्भ ग्रहण करने का कष्ट करें, जिसके द्वारा अवगत कराया गया है कि राज्य सभा की मा0 विशेषाधिकार समिति के 80वें प्रतिवेदन में मा0 संसद सदस्यों तथा राज्य विधान मण्डल के मा0 सदस्यों के प्रति आधिकारिक व्यवहार के विषय में कतिपय टिप्पणियां एवं अनुशसायें की गयी हैं।

2- उक्त के क्रम में मा0 जनप्रनिधियों के प्रति आधिकारिक व्यवहार के अनुपालन के विषय में कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय, भारत सरकार के पत्र दिनांक- 12-01-2026 की प्रति संलग्न कर प्रेषित करते हुए उसमें दिये गये दिशा-निर्देशों का कड़ाई से अनुपालन सुनिश्चित किये जाने की अपेक्षा की गयी है। उल्लेखनीय है कि पूर्व में भी इस संबंध में भारत सरकार के पत्र दिनांक-07-07-2022 के माध्यम से निर्गत दिशा-निर्देशों का अनुपालन किये जाने हेतु संसदीय शिष्टाचार/ पत्राचार कार्यान्वयन अनुभाग द्वारा शासनादेश दिनांक-04-08-2022 निर्गत किया जा चुका है, जो वेबसाइट http://shasanadesh.up.gov.in पर उपलब्ध है।

अतः अनुसचिव, गृह मंत्रालय (सी0एस0) डिवीजन, भारत सरकार के उक्त पत्र दिनांक-20-02-2026 तथा उसके साथ संलग्न कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय, भारत सरकार के पत्र दिनांक-12-01-2026 की प्रतियां संलग्न कर प्रेषित करते हुए इस संबंध में मुझे यह कहने का निदेश हुआ है कि कृपया मा0 संसद सदस्यों तथा राज्य विधान मण्डल के मा0 सदस्यों के प्रति आधिकारिक व्यवहार के विषय में भारत सरकार द्वारा निर्गत दिशा-निर्देशों का कड़ाई से अनुपालन सुनिश्चित कराने का कष्ट करें।

संलग्नक-यथोक्त।

भवदीय,

जे0पी0सिंह-II
प्रमुख सचिव।

कृ0पृ0-2

1- यह शासनादेश इलेक्ट्रानिकली जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नही है।
2- इस शासनादेश की प्रमाणिकता वेब साइट http://shasanadesh.up.gov.in से सत्यापित की जा सकती है।

http://shasanadesh.up.gov.in

संख्या- 02/2026/जी0आई0-8(1)/90-सं0शि0प0का0/2026-02(सं0शि0)/2015 तद्दिनांक

प्रतिलिपि निम्नलिखित को सूचनार्थ प्रेषितः-

1- अनुसचिव, गृह मंत्रालय (सी0एस0) डिवीजन, भारत सरकार को उनके पत्र सं0-15013/14/2026-सी0एस0आर0-III दिनांक-20-02-2026 के क्रम में।

2- प्रमुख स्टाफ आफिसर, मुख्य सचिव, उ0प्र0 शासन।

3- निजी सचिव, माननीय संसदीय कार्य मंत्री, उ0प्र0 को माननीय मंत्री जी के अवलोकनार्थ।

4- गार्ड फाइल।

आज्ञा से,

गौरव कुमार,

विशेष सचिव।

http://shasanadesh.up.gov.in

1- यह शासनादेश इलेक्ट्रानिकली जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नही है।

2- इस शासनादेश की प्रमाणिकता वेब साइट http://shasanadesh.up.gov.in से सत्यापित की जा सकती है।

संख्या GI-08/90-सं०शि०प०का०/2026

No. 11491.../MS/GI/2026

No.15013/14/2026-CSR.III
Government of India
Ministry of Home Affairs
(CS Division)
****

NDCC-II Building, 1st Floor,
Jai Singh Road, New Delhi-110001.
Dated Jan., 2026

To
The Chief Secretary
All State Governments / Union Territory Administrations.

Subject : Observance of proper procedure in official dealing with Members of Parliament and State Legislatures – reg.

Sir/Madam,

I am directed to state that the Committee of Privileges, Rajya Sabha in its 80th Report has made certain observations and recommendations concerning the conduct of public officials in their dealings with Members of Parliament and the obligation of State authorities to respond promptly to communications from Parliamentary Committees.

2. The Committee has expressed serious concern over delays and non-responsiveness in furnishing information sought by Parliamentary Committees and cautioned that such obstructionist behaviour will be viewed as a contempt of Parliament and has also stressed that Secretaries in Central Government Departments and Chief Secretaries in State Governments should sensitize their officials and institute a stringent mechanism for timely and complete cooperation in providing requisite information to Parliamentary committees within time, without fail.

3. The Committee has reiterated that Members of Parliament, being representatives of the people, are to be treated with utmost respect, dignity and circumspection by all public officials, particularly police and district administration authorities. It has emphasized the need for strict adherence to the existing guidelines/protocols governing official dealings with Members of Parliament and other dignitaries. The Committee has further recommended that senior officers should appropriately brief and sensitise their subordinates and that periodic sensitisation programmes/workshops be conducted to ensure proper conduct in such dealings.

4. In this regard, attention is invited to the consolidated guidelines issued by the Department of Personnel & Training vide OM dated 12.01.2026 on "*Official Dealings between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure*" (copy enclosed).

5. It is requested that necessary instructions may kindly be issued to all concerned Departments, particularly Home/Police authorities and field offices to ensure strict compliance of the recommendations/observations of the Commitee and the said guidelines issued by DoPT dt 12-01-2026 and to take appropriate measures in line with the recommendations of the Committee, including

(महमूद बट सिद्दीकी)
अनु सचिव
संसदीय कार्य विभाग

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sensitisation of officers and strengthening of systems for prompt response to Parliamentary communications.

6. An Action Taken Report in this regard may kindly be furnished to this Ministry within one month time from the date of receipt of the communication.

Yours faithfully,

Encl: As Above

Digitally signed by Kundan Kumar
Date: 20-02-2026 13:09:14

(Kundan Kumar)
Under Secretary to the Government of India
Tele: 23438175

Copy to:

1. Secretaries of all Ministries/Departments, Government of India.
2. Director General of Police/Commissioner of Police of all States/UTs.
3. AS (PM), Ministry of Home Affairs, Jaisalmer House, New Delhi.
4. JS (Police-I), Ministry of Home Affairs, North Block, New Delhi.
5. Shri Saket Kumar, Director, Rajya Sabha Secretariat, Parliament House, New Delhi w.r.t. their OM No. LAFEAS-LS14/8/2025-Legis Sec-RSS dated 12.01.2026, for information.
6. Shri G. K. Rajnish, Deputy Secretary, DOPT, Room No. 37010 Kartavya Bhawan-3, New Delhi, w.r.t. their OM No. 11013/16/2025-PP. A-III dated 12.01.2026.
7. Shri Mayank Kulshrestha, Section Officer, M/o Home Affairs, Parliament Section, Room No. 34000G, Kartavya Bhawan-3, New Delhi, w.r.t. their OM No. 11013/01/2026-Parliament dated 13.01.2026.

F. No. 11013/16/2025-PP.A-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
****

Kartavya Bhawan-3, New Delhi
Dated 12th January, 2026

OFFICE MEMORANDUM

Subject: Consolidated guidelines on official dealings between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure.

****

The Members of Parliament and State Legislatures, as the accredited representatives of the people, occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/ Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interview with the officers.

2. The consolidated guidelines regarding observance of proper procedure in official dealings between Administration and Members of Parliament and State Legislatures were issued by the Ministry of Personnel, Public Grievances and Pensions, vide OM No.1667559842019 dated 13.09.2022, to all the Ministries/Departments and to Chief Secretaries of all Sates/UTs, with the request to circulate these instructions to all State Government officials at the State/Division and District levels, in order to sensitize them with regard to their duties and obligations in relation to dealings with Members of Parliament and State Legislatures. These instructions have also been reiterated, from time to time, for compliance of the Government officials, both in letter and spirit. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time.

3. In continuation of these efforts, a comprehensive guideline is being re-iterated by consolidating all previous instructions for strict compliance by all Ministries/ Departments, State Governments and local administrations in letter and spirit.

4. **PROMPT DISPOSAL OF LETTERS RECEIVED FROM MEMBER OF PARLIAMENT:-**

i. Communications received from Members of Parliament should be attended to promptly.

ii. Where a communication is addressed to a Minister, it should as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued under the signature of an officer of the rank of Secretary only.

iii. Where a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including nationalized banks) Division/Branch-in-charge in a Ministry/Department/Organization, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matter, however, it should be ensured that the minimum level at which such replies are sent to Member of Parliament

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is that of Under Secretary and that also in a polite letter form only.

iv. Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the House of Parliament.

v. As far as possible, for correspondence with Member of Parliament, pre-printed replies should be avoided.

vi. In case a reference from an ex-member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of the Secretary of Ministry/Department. In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. However, the minimum level at which a reply could be sent should be that of an Under Secretary and that too in a polite letter form only.

vii. Each communication received from the Member of Parliament, a member of the public, a recognized association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.

viii. Where (a) delay is anticipated in sending a final reply, or (b) information has to be obtained from another Ministry or another office, an interim reply will be sent within 15 days (from the date of receipt) indicating the possible date by which a final reply can be given.

ix. If any such communication is wrongly addressed to a department, it should be transferred promptly (within 5 working days of its receipt) to the appropriate Department under intimation to the party concerned.

x. Where the request of a Member of the Public cannot be acceded to for any reason, reasons for not acceding to such a request should be given courteously.

xi. As far as possible, requests from members of public, should be looked at from the user's point of view and not solely from the point of view of what may be administratively convenient.

[Para 8.8 and 8.9 of the CSMOP, 2019]

5. BASIC PRINCIPLES TO BE BORNE IN MIND BY THE GOVERNMENT SERVANTS WHILE INTERACTING WITH THE MEMBERS OF PARLIAMENT AND STATE LEGISLATURES:

(A) Courteous behavior with Members of Parliament and State Legislatures

i. Every member of the service shall, in the discharge of his duties, act in a courteous manner and shall not adopt dilatory tactics in his dealings with the public or otherwise.

[Rule 3(2A) of All India Services (Conduct) Rules, 1968]

ii. No Government servant shall (a) in the performance of his official duties, act in a discourteous manner; (b) in his official dealings with the public or otherwise adopt dilatory tactics or willfully cause delays in disposal of the work assigned to him.

[Rule 3A of CCS (Conduct) Rules, 1964]

iii. Government servants should show courtesy and consideration to Members of Parliament and State Legislatures.

[Para 5(i) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

iv. While the Government servants should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, the Government servant should always act according to his own best judgment and as per the rules.

[Para 5(ii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

v. Any deviation from an appointment made with a Member of Parliament/State Legislature must be promptly explained to him to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him.

[Para 5(iii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

vi. An officer should be meticulously correct and courteous and rise to receive and see off a Member of Parliament/State Legislature visiting him. Arrangements may be made to receive the Members of Parliament when, after taking prior appointment, they visit the officer of the Government of India, State Government of local Government. Arrangements may also be made to permit entry of vehicles of the Members to these Offices subject to security requirements/restrictions;

[Para 5(iv) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

vii. The officers should not ignore telephonic messages left for them by the Members of Parliament/State Legislatures in their absence and should try to contact at the earliest the Member of Parliament/State Legislature concerned. These instructions also include SMS and e-mails received on official mobile telephones which also should be replied to promptly and on priority.

[Para 5(xii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(B) Public function or Meeting

i. Members of Parliament of the area should invariably be invited to public functions organized by a Government office. Proper and comfortable seating arrangements at public functions and proper order of seating on the dais should be made for Members keeping in view the fact that they appear above officers of the rank of Secretaries to Government of India in the Warrant of Precedence; The invitation cards and media events, if organized for the function held in the constituency, may include the names of Members of that constituency who have confirmed participation in these functions. If a constituency of any Member of Parliament is spread over more than one District, the M.P. should invariably be invited to all the functions held in any of the Districts which are part of his/her constituency.

[Para 5(v) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

ii. Where any meeting convened by the Government is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting. It should also be

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ensured that there is no slip in any matter of detail, however minor it may be. It should especially be ensured that :-

(a) intimations regarding public meetings/functions are sent through speedier communication devices to the M.P.s, so that they reach them well in time, and

(b) that receipt of intimation by the M.P. is confirmed/ by the officer/official concerned.

[Para 5(vi) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(C) Response to the communication of Member of Parliament and State Legislatures

i. Letters from Members of Parliament and Members of State Legislatures must be promptly acknowledged, and a reply sent at an appropriate level expeditiously as per the relevant provisions of the Central Secretariat Manual of Office Procedure;

[Para 5(vii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011 and Para 8.9 of CSMOP, 2019]

ii. Information or statistics relating to matters of local importance must be furnished to the MPs and MLAs when asked for. The information so supplied should be specific and answer the points raised. A soft copy of the information should also be sent to the Member via e-mail.

[Para 5(viii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

iii. If the information sought by a Member of Parliament cannot be given and is to be refused, instructions from a higher authority should be taken and the reasons for not furnishing the information should be given in the reply.

[Para 5(ix) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

iv. Wherever any letter from a Member of Parliament is in English and the reply is required to be given in Hindi in terms of the Official Languages Act, 1963 and the rules framed there under, an English translation should also be sent along with the reply for the convenience of such Members of Parliament from non Hindi speaking areas.

[Para 5(x) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

v. References from the Committees of Parliament must be attended to promptly.

[Para 5(xi) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

vi. All Ministries/Departments may ensure that the powers of Members of Parliament/State Legislatures as Chairpersons/ Members of Committees under various Centrally Sponsored/Central Sector government schemes are clearly and adequately defined.

[Para 5(xiii) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

(D) Outside political influence

A Government servant should not approach MPs/MLAs for sponsoring his individual case as bringing or attempting to bring political or non- official or other outside influence is prohibited under the conduct Rules e.g. Rule 18 of the All

India Service (Conduct) Rules, 1968 and Rule 20 of the Central Civil Services (Conduct) Rules, 1964

[Para 5(xiv) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

6. **Recommendations of various Parliamentary Committees on this issue:**

i. During the meeting of the Parliamentary Standing Committee on Ethics, Rajya Sabha, held on 13th October, 2025 in Parliament House Annexe, New Delhi, it was desired the Department should reiterate the instructions and ensure that it is implemented in letter and spirit.

ii. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in Paragraph 63 of its First Report table in the Lok Sabha on 06.02.2014, has recommended that this Department may sensitize all civil servants and officials in various Ministries and Departments particularly under them for strict compliance of the instructions relating to official dealings issued in this regard between and Administration and the Members of Parliament.

[Para 3 of OM No. 11013/2/2012-Estt.A dated 19.11.2014]

iii. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, at its first sitting held on 28 October, 2014, also felt that the consolidated instructions/ guidelines issued by the Department of Personnel & Training (DoPT) on 1 December, 2011 on Official Dealing between Administration and Members of Parliament need to be circulated again to all concerned Executive Functionaries.

[Para 4 of OM No. 11013/2/2012-Estt.A dated 19.11.2014]

iv. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in its Second Report tabled in the Lok Sabha on 04.01.2018, has recommended that the consolidated instructions/ guidelines on Official dealing between the Administration and Member of Parliament and State Legislature should strictly be complied by all the Government servants, both in letter and spirit.

[Para 3 of OM No. 11013/4/2018-Estt.A-III dated 07.02.2018]

v. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in Paragraph 43 of its Third Report tabled in the Lok Sabha on 4.01.2018, has recommended discouraging and desisting the State Governments to involve Private companies/ agencies in organizing/ sponsoring functions which essentially fall under the domain of State Governments.

[Para 4 of OM No. 11013/4/2018-Estt.A-III dated 07.02.2018]

7. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

8. Any violation of relevant Conduct Rules in this regard, which is established after due enquiry, will render the concerned Government servant liable for appropriate punishment as per Rules applicable.

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9. List of the OMs mentioned in this document is annexed. In case any reference to the relevant OM is required, the same may be accessed from the Archive Section of DOPT's website.

10. Hindi version will follow.

(G K Rajnish)
Deputy Secretary to the Government of India
Tel: 011-24010644

To

1. The Secretaries of All the Ministries/Departments of Government of India (as per the standard list)
2. Chief Secretaries of all States/UTs (as per the standard list)

Copy to:-

1. Presidents Secretariat, New Delhi
2. Vice President Secretariat, New Delhi
3. The Prime Minister's Office, New Delhi
4. Cabinet Secretariat, New Delhi
5. Rajya Sabha Secretariat/ Lok Sabha Secretariat, New Delhi
6. The Comptroller and Auditor General of India, New Delhi
7. The Secretary, Union Public Service Commission, New Delhi
8. The Secretary, Staff Selection Commission, New Delhi
9. All attached offices under the Ministry of Personnel, Public Grievances and Pensions
10. National Commission for Scheduled Caste, New Delhi
11. National Commission for Scheduled Tribes, New Delhi
12. National Commission for OBC, New Delhi
13. Secretary, National Council (JCM), 13, Feroze Shah Road, New Delhi
14. CVOs of all Ministries/ Department
15. ADG (M&C), Press Information Bureau, DoPT
16. NIC, Department of Personnel & Training, North Block, New Delhi [for uploading the same on the website of this Department]
17. Hindi Section, DoPT

s/d-
(G K Rajnish)
Deputy Secretary to the Government of India
Tel: 011-24010644

Annexure

List of OMs mentioned in this Document

1. OM No. 11013/4/2011-Estt.(A) dated 01.12.2011
2. D.O. Letter No. 11013/4/2011-Estt.(A) dated 9.10.2012
3. OM No. 11013/2/2012-Estt.(A) dated 19.11.2014
4. OM No. 11013/4/2018-Estt.A-III dated 07.02.2018
5. OM No. 11013/4/2018-Estt.A-III dated 11.10.2018
6. OM No. 11013/4/2018-Estt.A-III dated 10.02.2020
7. OM No. 11013/4/2018-Estt.A-III dated 15.03.2021
8. OM No.1667559842019 dated 13.09.2022

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No. 11013/4/2011-Estt. (A)
Government of India
Ministry of Personnel, Public Grievances and Pensions
(Department of Personnel and Training)

North Block, New Delhi.
01st December, 2011

OFFICE MEMORANDUM

Subject: Official dealings between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure.

The Members of Parliament and State Legislatures as the accredited representatives of the people occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers. Certain well-recognized principles and conventions to govern the relations between the Members of Parliament/ State Legislatures and Government servants have already been established.

2. Reference is invited to the guidelines concerning the official dealings between Administration and Members of Parliament and State Legislatures which were issued by the Cabinet Secretariat (Department of Personnel and Administrative Reforms, in the O.M. No 25/19/64-Estt. (A) dated 08.11.1974). The importance of adherence to these guidelines was reiterated in the Department of Personnel and Training's O.M. No. 11013/6/2005-Estt. (A) dated 17.08.2007. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated by the Department of Administrative Reforms and Public Grievances. The Minister of State for Personnel, Public Grievances and Pensions has also written to all Ministers in this regard vide D.O letter dated 5th May, 2011, requesting that a mechanism may be set up to periodically monitor progress in disposal of references received from Members of Parliament.

3. Some instances of non-adherence to the existing guidelines have been brought to Government's attention by Members of Parliament and a need has been felt for again sensitizing all administrative authorities concerned.

4. The Central Secretariat Manual of Office Procedure provides following instructions for prompt disposal of letters from Members of Parliament:-

Correspondence with Members of Parliament –

(1) Communications received from a Member of Parliament should be attended to promptly.
(2) Where a communication is addressed to a Minister or a Secretary to the Government, it should, as far as practicable, be replied to by

the Minister or the Secretary himself as the case may be. Where it is not practicable for the Minister to reply, a reply should normally be issued under the signature of an officer of the rank of Secretary to the Government.

(3) Where a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including nationalized banks) Division/Branch in charge in a Ministry/Department/Organization, it should be replied to by the addressee himself. In such cases, care may be taken to ensure that wherever policy issues are involved, approval of the competent authority is obtained before a reply is sent. It should, however, be ensured that the minimum level at which such replies are sent to Member of Parliament is that of Under Secretary and that also in a polite letter form only.

(4) Information sought by a Member of Parliament should be supplied unless it is of such a nature that it would have been denied to him, if similar information had been sought in Parliament.

(5) While corresponding with Members of Parliament, it should be ensured that the letter is legible. Pre-printed or cyclostyled replies should be scrupulously avoided.

(6) In case a reference from an ex-member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of the Secretary of Ministry/Department.

In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. Here also, it may be ensured that the minimum level at which a reply is sent is that of an Under Secretary and that too in a polite letter form only.

Prompt response to letters received –

(1) Each communication received from the Member of Parliament, a member of the public, a recognized association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.

(2) Where a delay is anticipated in sending a final reply, or where the information has to be obtained from another Ministry or another office, an interim reply may be sent within a month (from the date of receipt of the communication) indicating the possible date by which a final reply can be given.

(3) If any such communication is wrongly addressed to a department, it should be transferred promptly (within a week) to the appropriate department under intimation to the party concerned.

5. The aforesaid guidelines also cover Official dealings between Administration and Members of Parliament/State Legislatures. In this context, attention is also invited to Rule 3(2A) of All India Service (Conduct)

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Rule, 1968 and Rule 3-A of Central Civil Service (Conduct) Rules, 1964 which provide as follows:-

Every member of the service shall in the discharge of his duties act in a courteous manner and shall not adopt dilatory tactics in his dealings with the public or otherwise.

The existing instructions are hereby appropriately strengthened to emphasize the basic principles to be borne in mind by the Government servants while interacting with the Members of Parliament and State Legislatures. These are as follows :-

(i) Government servants should show courtesy and consideration to Members of Parliament and State Legislatures;

(ii) while the Government servants should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, the Government servant should always act according to his own best judgment and as per the rules;

(iii) Any deviation from an appointment made with a Member of Parliament/State Legislature must be promptly explained to him to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him;

(iv) An officer should be meticulously correct and courteous and rise to receive and see off a Member of Parliament/State Legislature visiting him. Arrangements may be made to receive the Members of Parliament when, after taking prior appointment, they visit the officer of the Government of India, State Government or local Government. Arrangements may also be made to permit entry of vehicles of the Members to these Offices subject to security requirements/restrictions;

(v) Members of Parliament of the area should invariably be invited to public functions organized by a Government office. Proper and comfortable seating arrangements at public functions and proper order of seating on the dais should be made for Members keeping in view the fact that they appear above officers of the rank of Secretaries to Government of India in the Warrant of Precedence; The invitation cards and media events, if organized for the function held in the constituency, may include the names of the Members of that constituency who have confirmed participation in these functions.

It is clarified that If a constituency of any Member of Parliament is spread over more than one District, the M.P should invariably be invited to all the functions held in any of the Districts which are part of his/her constituency;

(vi) Where any meeting convened by the Government is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting. It should also be ensured that there is no slip in any

matter of detail, however minor it may be. It should especially be ensured that:--

(a) intimations regarding public meetings/functions are sent through speedier communication devices to the M.Ps, so that they reach them well in time, and

(b) that receipt of intimation by the M.P is confirmed by the officer/official concerned;

(vii) Letters from Members of Parliament and Members of State Legislatures must be promptly acknowledged, and a reply sent at an appropriate level expeditiously as per the relevant provisions of the Central Secretariat Manual of Office Procedure;

(viii) Information or statistics relating to matters of local importance must be furnished to the MPs and MLAs when asked for. The information so supplied should be specific and answer the points raised. A soft copy of the information should also be sent to the Member via e-mail;

(ix) If the information sought by a Member of Parliament cannot be given and is to be refused, instructions from a higher authority should be taken and the reasons for not furnishing the information should be given in the reply;

(x) Wherever any letter from a Member of Parliament is in English and the reply is required to be given in Hindi in terms of the Official Languages Act, 1963 and the rules framed there under, an English translation should also be sent along with the reply for the convenience of such Members of Parliament from non Hindi speaking areas;

(xi) References from the Committees of Parliament must be attended to promptly;

(xii) The officers should not ignore telephonic messages left for them by the Members of Parliament/State Legislatures in their absence and should try to contact at the earliest the Member of Parliament/State Legislature concerned. These instructions also include SMS and e-mails received on official mobile telephones which also should be replied to promptly and on priority;

(xiii) All Ministries/Departments may ensure that the powers of Members of Parliament/State Legislatures as Chairpersons/ Members of committees under various Centrally Sponsored/Central Sector government schemes are clearly and adequately defined; and

(xiv) A Government servant should not approach MPs/MLAs for sponsoring his individual case as bringing or attempting to bring political or non-official or other outside influence is prohibited under the conduct Rules e.g. Rule 18 of the All India Service (Conduct) Rules, 1968 and Rule 20 of the Central Civil Services (Conduct) Rules.

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6. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

7. Any violation of relevant Conduct Rules in this regard, which violation is established after due enquiry will render the Government servant concerned liable for appropriate punishment as per Rule.

(C.A. Subramanian)
Joint Secretary to the Government of India

To

All the Ministries/Departments of Government of India

Copy to:-

1. Presidents Secretariat/ Vice Presidents Secretariat.
2. PMO/Cabinet Secretariat.
3. Comptroller and Auditor General of India.
4. UPSC/SSC/LBSNAA/ISTM/CVC/CIC.
5. Lok Sabha Secretariat/ Rajya Sabha Secretariat.
6. All Officers/Sections in Ministry of Personnel, PG & Pension.
7. NIC, DOPT-please upload this OM on this Department's website.

Copy also to:

Chief Secretaries of all States / UTs with a request to circulate these instructions to all State Government officials at the State/Division and District levels and to periodically review implementation.

(C.A. Subramanian)
Joint Secretary to the Government of India

P.K. Misra
सचिव
Secretary
Tele : 23094848
: 23092056
Fax : 23094500

D.O.No.11013/4/2011-Estt.A

भारत सरकार
कार्मिक और प्रशिक्षण विभाग
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
नोर्थ ब्लाक, नई दिल्ली – 110001
GOVERNMENT OF INDIA
DEPARTMENT OF PERSONNEL & TRAINING
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS
NORTH BLOCK, NEW DELHI - 110001
Website : http://persmin.gov.in

9th October, 2012

Dear Chief Secretary,

You would be aware that guidelines concerning official dealings between Administration and Members of Parliament and State Legislatures have been issued by the Ministry of Personnel, Public Grievances and Pensions. However, keeping in view certain instances of occasional non-observance of the above guidelines, the Committee of Privileges of the Lok Sabha recommended consolidation and reiteration of the existing instructions so that all concerned are aware of the same. Accordingly, revised comprehensive guidelines have been issued by this Department vide Office Memorandum No.11013/4/2011-Estt.A dated 1st December, 2011. Copy of this O.M. was also forwarded to the Chief Secretaries of all the States/UTs vide D.O. letter dated 8.12.2011 from my predecessor with the request that these instructions may be circulated to all officials of the State Government for compliance.

2. A copy of the above instructions dated 1st December, 2011 is again enclosed. It is once again requested that these instructions may be circulated to all officials of the State Government for compliance.

3. Some Members of Parliament have brought to the notice of this Department directly or through Lok Sabha / Rajya Sabha Secretariat that District level officials have not been showing them due regard and courtesy. This has also been raised in the recent meeting of the Committee on violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha constituted by the Hon'ble Speaker. It is, therefore, advised that implementation of the above mentioned instructions are to be periodically reiterated and reviewed in the Conference of District Magistrates / Collectors and Superintendent of Police of your States / UTs

4. You may please issue necessary directions to the district level officers and send a copy to this Department for its onward transmission to the Lok Sabha Secretariat, as desired by them.

With regards,

Yours sincerely,

(P.K. Misra)

(By Name)
Chief Secretaries of all States / UTs
(As per list)

सूचना
का अधिकार

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Copy alongwith enclosures to:

1. Sh. Sanjay Kothari, Secretary, D/o Administrative Reforms and Public Grievances, Sardar Patel Bhawan, New Delhi with the request to make it as one of the Agenda items for discussing in the Annual Chief Secretaries Conference.
2. Sh. V.R. Ramesh, Joint Secretary, Lok Sabha Secretariat (Privileges & Ethics Branch) Parliament House, New Delhi w.r.t. their O.M. No. 12/1/2012-CoPV dated 13.9.2012.
3. Sh. Alok Rawat, Secretary (Coordination), Cabinet Secretariat, New Delhi.

(Mamta Kundra)
Joint Secretary (Est.)

Deptt. of Personnel & Trg.
09 OCT 2012

F.No. 11013/2/2012-Estt.A
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Establishment Division

North Block, New Delhi
Dated November 19th, 2014

Subject: Official dealings between the Administration and Members of Parliament and State legislatures – Observance of proper procedure.

The Members of Parliament and State Legislatures as the accredited representatives of the people occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/ Departments of the Government of India or the state Governments, or make suggestions for their consideration or ask for interviews with the officers.

2. The guidelines concerning official dealings between Administration and Members of Parliament and State Legislatures have been issued by the Ministry of Personnel, Public Grievances and Pensions and reiterated from time to time. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time. However, keeping in view the instances of occasional non-observance of the above guidelines, a need was felt by the Committee of Privileges of the Lok Sabha for consolidating and reiterating the existing instructions. Accordingly, revised comprehensive guidelines were issued by this Department vide Office Memorandum No. 11013/4/2011-Estt.(A) dated 1st December 2011 (copy enclosed). A copy of former Secretary (P)'s D.O. No. 11013/4/2011-Estt.(A) dated 9th October, 2012 reiterating the said instructions is also enclosed for ready reference.

3. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha in Paragraph 63 of its First Report tabled in the Lok Sabha on 06.02.2014 has recommended that this Department may sensitise all civil servants and officials in various Ministries and Departments particularly under them for strict compliance of the instructions relating to official dealings issued in this regard between the Administration and the Members of Parliament.

4. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha at its first sitting held on 28 October, 2014, also felt that the consolidated instructions/ guidelines issued by the Department of Personnel & Training (DoPT) on 1 December, 2011 on Official Dealing between Administration and Members of Parliament need to be again circulated to all concerned Executive Functionaries.

5. All Ministries/ Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter in spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

6. Chief Secretaries of all States/ UTs are requested to circulate these instructions to all State Government officials at the State/ Division and District levels and to periodically review implementation.

(J.M. Vaidyanathan)
Director (Establishment)

To
1. All Ministries / Departments (as per standard list)
2. Chief Secretaries of all States / UTs (as per standard list)

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F. No. 11013/4/2018-Estt.A-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Establishment Division

North Block, New Delhi
Dated 7th February, 2018

OFFICE MEMORANDUM

Subject: Official dealings between the Administration and Members of Parliament and State legislatures – Observance of proper procedure.

The Members of Parliament and State Legislatures, as the accredited representatives of the people, occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/ Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers.

2. The guidelines concerning official dealings between Administration and Members of Parliament and State Legislatures have been issued by the Ministry of Personnel, Public Grievances and Pensions and reiterated from time to time. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time. However, keeping in view the instances of occasional non-observance of the above guidelines, a need was felt by the Committee of Privileges of the Lok Sabha for consolidating and reiterating the existing instructions. Accordingly, revised comprehensive guidelines were issued by this Department vide Office Memorandum No. 11013/4/2011-Estt.(A) dated 1st December 2011 (copy enclosed). A copy of former Secretary (P)'s D.O. No. 11013/4/2011-Estt.(A) dated 9th October, 2012 and O.M. No. 11013/2/2012-Estt.A dated 19.11.20104 reiterating the said instructions are also enclosed for ready reference.

3. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha in its Second Report tabled in the Lok Sabha on 4.01.2018 has recommended that the consolidated instructions/ guidelines on Official dealing between the Administration and Member of Parliament and State Legislature should strictly be complied by all the Government servants, both in letter and spirit.

4. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha in Paragraph 43 of its Third Report tabled in the Lok Sabha on 4.01.2018 has recommended **discouraging and desisting the State Governments to involve Private companies/ agencies in organizing/ sponsoring functions which essentially fall under the domain of State Governments.**

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5. All Ministries/ Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

6. Chief Secretaries of all States/ UTs are requested to circulate these instructions to all State Government officials at the State/ Division and District levels and to periodically review implementation.

7/2/18

(Nitin Gupta)
Under Secretary to the Government of India
Tel: 011-23040264

Encl: As above.

To

1. All Ministries / Departments (as per standard list)
2. Chief Secretaries of all States / UTs (as per standard list)

कार्मिक एवं प्रशिक्षण विभाग
Deptt. of Personnel & Trg.
कार्मिक और सिविल लोक शिकायत
Personnel & Public Grievances
12 FEB 2018
जारी किया/ISSUED
हस्ताक्षर/Sig.

F. No. 11013/4/2018-Estt.A-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Establishment Division
****

North Block, New Delhi
Dated 11 October, 2018

OFFICE MEMORANDUM

Subject: Official dealings between the Administration and Members of Parliament and State legislatures – Observance of proper procedure.

The undersigned is directed to refer to this Department's Office Memorandum No. 11013/4/2011-Estt.(A) dated 1st December 2011 subsequently reiterated vide D.O. letter dated the October 9, 2012 from Secretary (Personnel), O.M. No. 11013/2/2012-Estt.A dated 19.11.2014 and O.M. of even No. dated 7.02.2018 (copies enclosed) on the subject mentioned above and to reiterate these instructions for strict compliance on the recommendations of the *Committee of Privileges, Lok Sabha in its Sixth Report tabled in the Lok Sabha on 20.12.2017* and *Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha in its Fourth and Fifth Report tabled in the Lok Sabha on 01.08.2018.*

2. All Ministries/ Departments are requested to ensure that instructions issued through aforementioned communications are followed by all officials concerned, both in letter and spirit. Violation of these guidelines will be viewed seriously.

3. Chief Secretaries of all States/ UTs are requested circulate these instructions to all State Government officials at the State/ Division and District levels and sensitize them with regard to their duties and obligations in so far as the movement of Members of Parliament in general and more particularly during Parliament sessions. It is also requested to periodically review implementation of these instructions.

4. Hindi version will follow

11/10/18

(Nitin Gupta)
Under Secretary to the Government of India
Tel: 011-23040264

Encl: As above.

To
1. All Ministries / Departments (as per standard list)
2. Chief Secretaries of all States / UTs (as per standard list)

Copy to:

Secretary, Ministry of Home Affairs, North Block, New Delhi - with the request to take appropriate action with regard to recommendation at para 44 of Committee of Privileges, Lok Sabha in its Sixth Report tabled in the Lok Sabha on 20.12.2017 (copy enclosed).

F. No. 11013/4/2018-Estt.A-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Establishment Division

North Block, New Delhi
Dated 10th February, 2020

OFFICE MEMORANDUM

Subject: Official dealings between the Administration and Members of Parliament and State legislatures – Observance of proper procedure.

The Members of Parliament and State Legislatures, as the accredited representatives of the people, occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/ Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers.

2. The guidelines concerning official dealings between Administration and Members of Parliament and State Legislatures have been issued by the Ministry of Personnel, Public Grievances and Pensions and being reiterated from time to time. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time. However, keeping in view the instances of occasional non-observance of the above guidelines, a need was also felt by the Committee of Privileges of the Lok Sabha for consolidating and reiterating the existing instructions. Accordingly, revised comprehensive guidelines were issued by this Department vide Office Memorandum No. 11013/4/2011-Estt.(A) dated 1st December 2011 (copy enclosed). A copy of former Secretary (P)'s D.O. No. 11013/4/2011-Estt.(A) dated 9th October, 2012, O.M. No. 11013/2/2012-Estt.A dated 19.11.2014, O.M. of even No. dated 7.02.2018 and 11.10.2018 reiterating the said instructions are also enclosed for ready reference.

3. Instances have come to the notice of this Department on violation of Protocol Norms laid in the guidelines. Therefore, all the Ministries/ Departments are once again requested to ensure that instructions issued through aforementioned communications are followed by all officials concerned, both in letter and spirit. Violation of these guidelines will be viewed seriously.

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3. Chief Secretaries of all States/ UTs are also requested to circulate these instructions to all State Government officials at the State/ Division and District levels and sensitize them with regard to their duties and obligations in so far as the movement of Members of Parliament in general and more particularly during Parliament sessions. It is also requested to periodically review implementation of these instructions.

4. Hindi version will follow

10/2/2020

(Umesh Kumar Bhatia)
Deputy Secretary to the Government of India
Tel: 011-23094471

Encl: As above.

To

1. The Secretaries of All Ministries/Departments (as per the standard list)
2. Chief Secretaries of all States/UTs (as per the standard list)

Copy to:

1. Rajya Sabha Secretariat/Lok Sabha Secretariat, New Delhi.
2. PSO to Secretary (P)/Sr. PPS to Establishment Officer/Sr. PPS to AS (SRK), PPS to AS (LR)/PPS to AS (SC)
3. All Divisional Heads of DOPT
4. All Under Secretaries/Section Officers of DOPT
5. NIC, Department of Personnel & Training, North Block, New Delhi [for uploading the same on the website of this Ministry under the Head Notifications >> OMs & Orders >> Establishment >> CCS (Conduct) Rules & What's New]
6. Hindi Section, DoP&T

F. No. 11013/4/2018-Estt.A-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Establishment Division

North Block, New Delhi
Dated: 15th March, 2021

OFFICE MEMORANDUM

Subject: Official dealings between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure.

The Members of Parliament and State Legislatures, as the accredited representatives of the people, occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/ Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers.

2. The guidelines concerning official dealings between Administration and Members of Parliament and State Legislatures have been issued by the Ministry of Personnel, Public Grievances and Pensions and being reiterated from time to time. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time. However, keeping in view the instances of occasional non-observance of the above guidelines, a need was also felt by the Committee of Privileges of the Lok Sabha for consolidating and reiterating the existing instructions. Accordingly, revised comprehensive guidelines were issued by this Department vide Office Memorandum No. 11013/4/2011-Estt.(A) dated 01.12.2011 (copy enclosed). A copy each of former Secretary (P)'s D.O. letter No. 11013/4/2011-Estt.(A) dated 09.10.2012, O.M. No. 11013/2/2012-Estt.A dated 19.11.2014, O.M. of even No. dated 07.02.2018, 11.10.2018 and 10.02.2020 reiterating the said instructions are also enclosed for ready reference.

3. In fact, recognizing the crucial role of Civil Services in serving the citizens, one of the aims of the recently launched National Programme for Civil Service Capacity Building (NPCSCB) is to create a workforce of public officials that is competent, efficient and trained to face the challenges of ever changing citizen-Government-society interface and all the officials should keep in view the broad underlying principles of this Programme to ensure and provide a citizen-centric governance within their allocated areas of responsibilities.

4. In view of the above, all the Ministries/ Departments are once again requested to ensure that instructions issued through aforementioned communications are followed by all officials concerned, both in letter and spirit. Violation of these guidelines will be viewed seriously.

5. Chief Secretaries of all States/ UTs are also requested to circulate these instructions to all State Government officials at the State/ Division and District levels and sensitize them with regard to their duties and obligations in so far as the movement of Members of Parliament in general and more particularly during Parliament sessions. It is also requested to periodically review implementation of these instructions.

6. Hindi version will follow.

13/3/2007

(Umesh Kumar Bhatia)
Deputy Secretary to the Government of India

Encl: As above.

To

1. All Ministries / Departments (as per standard list)
2. Chief Secretaries of all States / UTs (as per standard list)

Copy to:

1. President's Secretariat, New Delhi.
2. Vice-President's Secretariat, New Delhi.
3. The Prime Minister's Office, New Delhi.
4. Cabinet Secretariat, New Delhi.
5. Rajya Sabha Secretariat/Lok Sabha Secretariat, New Delhi.
6. Office of the Hon'ble Speaker, Lok Sabha.
7. Office of the Comptroller and Auditor General of India, New Delhi.
8. Central Vigilance Commission, New Delhi.
9. Union Public Service Commission, New Delhi.
10. Staff Selection Commission, New Delhi.
11. National Commission for Scheduled Castes, New Delhi.
12. National Commission for Scheduled Tribes, New Delhi.
13. National Commission for OBCs, New Delhi.
14. Secretary, National Council (JCM), 13, Feroze Shah Road, New Delhi.
15. CVOs of all Ministries/Departments.
16. All attached offices under the Ministry of Personnel, Public Grievances and Pensions.
17. ADG (M&C), Press Information Bureau, DoP&T
18. NIC, Department of Personnel & Training, North Block, New Delhi [for uploading the same on the website of this Ministry under the under the Head Notifications → OMs & Orders → Establishment → CCS (Conduct)Rules & What's New]
19. Hindi Section, DoP&T for translation in Hindi.

15/3/2024

(Umesh Kumar Bhatia)
Deputy Secretary to the Government of India

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F. No. 11013/14/2022-Estt.A-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
******

North Block, New Delhi
Dated 13 September, 2022

OFFICE MEMORANDUM

Subject: Consolidated guidelines on official dealings between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure

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The Members of Parliament and State Legislatures, as the accredited representatives of the people, occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/ Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interview with the officers.

2.The comprehensive guidelines regarding observance of proper procedure in official dealings between Administration and Members of Parliament and State Legislatures were issued by the Ministry of Personnel, Public Grievances and Pensions, vide OM No. 11013/4/2011-Estt.(A) dated 01.12.2011, to all the Ministries/Departments and to Chief Secretaries of all Sates/UTs, with the request to circulate these instructions to all State Government officials at the State/Division and District levels, in order to sensitize them with regard to their duties and obligations in relation to dealings with Members of Parliament and State Legislatures. These instructions have also been reiterated, from time to time, for compliance of the Government officials, both in letter and spirit.The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time.

3. In an exercise to bring various instructions/guidelines on a subject initiated by DOP&T at one place, the various instructions (referred to in the **Annexure**) issued on the matter of observance of proper procedure in official dealings between Administration and Members of Parliament and State Legislatures have been consolidated and it has been decided to issue a comprehensive Office Memorandum on this subject.Accordingly, the essence of the various instructions/guidelines issued on the subject has been summarized in the following paras forguidance and better understanding of all the stakeholders: -

4. PROMPT DISPOSAL OF LETTERS RECEIVED FROM MEMBER OF PARLIAMENT:-

(i) Communications received from a Member of Parliament should be attended to promptly.

(ii) Where a communication is addressed to a Minister, it should as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued over the signature of an officer of the rank of Secretary only.

(iii) Where a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including nationalized banks) Division/Branch-in-charge in a Ministry/Department/Organization, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matter, however, it should be ensured that the minimum level at which such replies are sent to Member of Parliament is that of Under Secretary and that also in a polite letter form only.

(iv) Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.

(v) As far as possible, for correspondence with Member of Parliament, pre-printed replies should be avoided.

(vi) In case a reference from an ex-member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of the Secretary of Ministry/Department.In case the reference is addressed to a lower level officer, reply to suchreference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. However, the minimum level at which a reply could be sent should be that of an Under Secretary and that too in a polite letter form only.

(vii) Each communication received from the Member of Parliament, a member of the public, a recognized association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.

(viii) Where (a) delay is anticipated in sending a final reply; or (b) information has to be obtained from another Ministry or another office, an interim reply will be sent within 15 days (from the date of receipt) indicating the possible date by which a final reply can be given.

(ix) If any such communication is wrongly addressed to a department, it should be transferred promptly (within 5 working days of its receipt) to the appropriate Department under intimation to the party concerned.

(x) Where the request of a Member of the Public cannot be acceded to for any reason, reasons for not acceding to such a request should be given courteously.

(xi) As far as possible, requests from members of public, should be looked at from the user's point of view and not solely from the point of view of what may be administratively convenient.

[Para 8.8 and 8.9 of the CSMOP, 2019]

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5. BASIC PRINCIPLES TO BE BORNE IN MIND BY THE GOVERNMENT SERVANTS WHILE INTERACTING WITH THE MEMBERS OF PARLIAMENT AND STATE LEGISLATURES:

(A) Courteous behavior with Members of Parliament and State Legislatures

(i) Every member of the service shall, in the discharge of his duties, act in a courteous manner and shall not adopt dilatory tactics in his dealings with the public or otherwise.

[Rule 3(2A) of All India Services (Conduct) Rules, 1968]

(ii) No Government servant shall (a) in the performance of his official duties, act in a discourteous manner; (b) in his official dealings with the public or otherwise adopt dilatory tactics or wilfully cause delays in disposal of the work assigned to him.

[Rule 3A of CCS (Conduct) Rules, 1964]

(iii) Government servants should show courtesy and consideration to Members of Parliament and State Legislatures.

[Para 5(i) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(iv) While the Government servants should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, the Government servant should always act according to his own best judgment and as per the rules.

[Para 5(ii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(v) Any deviation from an appointment made with a Member of Parliament/State Legislature must be promptly explained to him to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him.

[Para 5(iii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(vi) An officer should be meticulously correct and courteous and rise to receive and see off a Member of Parliament/State Legislature visiting him. Arrangements may be made to receive the Members of Parliament when, after taking prior appointment, they visit the officer of the Government of India, State Government of local Government. Arrangements may also be made to permit entry of vehicles of the Members to these Offices subject to security requirements/restrictions;

[Para 5(iv) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(vii) The officers should not ignore telephonic messages left for them by the Members of Parliament/State Legislatures in their absence and should try to contact at the earliest the Member of Parliament/State Legislature concerned. These instructions also include SMS and e-mails received on official mobile telephones which also should be replied to promptly and on priority.

[Para 5(xii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(B) Public function or Meeting

(i) Members of Parliament of the area should invariably be invited to public functions organized by a Government office. Proper and comfortable seating

arrangements at public functions and proper order of seating on the dais should be made for Members keeping in view the fact that they appear above officers of the rank of Secretaries to Government of Indiain the Warrant of Precedence; The invitation cards and media events, if organized for the function held in the constituency, may include the names of Members of that constituency who have confirmed participation in these functions. If a constituency of any Member of Parliament is spread over more than one District, the M.P. should invariably be invited to all the functions held in any of the Districts which are part of his/her constituency.

[Para 5(v) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(ii) Where any meeting convened by the Government is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting. It should also be ensured that there is no slip in any matter of detail, however minor it may be. It should especially be ensured that:-

(a) intimations regarding public meetings/functions are sent through speedier communication devices to the M.P.s, so that they reach them well in time, and

(b) that receipt of intimation by the M.P. is confirmed/ by the officer/official concerned.

[Para 5(vi) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(C) Response to the communication of Member of Parliament and State Legislatures

(i) Letters from Members of Parliament and Members of State Legislatures must be promptly acknowledged, and a reply sent at an appropriate level expeditiously as per the relevant provisions of the Central Secretariat Manual of Office Procedure;

[Para 5(vii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011 and Para 8.9 of CSMOP, 2019]

(ii) Information or statistics relating to matters of local importance must be furnished to the MPs and MLAs when asked for. The information so supplied should be specific and answer the points raised. A soft copy of the information should also be sent to the Member via e-mail.

[Para 5(viii) of OM No. 11013/4/2011-Estt.(A) dated 01.12.2011]

(iii) If the information sought by a Member of Parliament cannot be given and is to be refused, instructions from a higher authority should be taken and the reasons for not furnishing the information should be given in the reply.

[Para 5(ix) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

(iv) Wherever any letter from a Member of Parliament is in English and the reply is required to be given in Hindi in terms of the Official Languages Act, 1963 and the rules framed there under, an English translation should also be sent along with the reply for the convenience of such Members of Parliament from non Hindi speaking areas.

[Para 5(x) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

(30.

(v) References from the Committees of Parliament must be attended to promptly.
[Para 5(xi) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

(vi) All Ministries/Departments may ensure that the powers of Members of Parliament/State Legislatures as Chairpersons/ Members of Committees under various Centrally Sponsored/Central Sector government schemes are clearly and adequately defined.
[Para 5(xiii) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

(D) Outside political influence

A Government servant should not approach MPs/MLAs for sponsoring his individual case as bringing or attempting to bring political or non-official or other outside influence is prohibited under the conduct Rules e.g. Rule 18 of the All India Service (Conduct) Rules, 1968 and Rule 20 of the Central Civil Services (Conduct) Rules, 1964
[Para 5(xiv) of OM No. 11013/4/2011-Estt.(A) dated 1.12.2011]

6. Recommendations of various Parliamentary Committees on this issue:

(i) The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in Paragraph 63 of its First Report table in the Lok Sabha on 06.02.2014, has recommended that this Department may sensitize all civil servants and officials in various Ministries and Departments particularly under them for strict compliance of the instructions relating to official dealings issued in this regard between and Administration and the Members of Parliament.
[Para 3 of OM No. 11013/2/2012-Estt.A dated 19.11.2014]

(ii) The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, at its first sitting held on 28October, 2014, also felt that the consolidated instructions/ guidelines issued by the Department of Personnel & Training (DoPT) on 1 December, 2011 on Official Dealing between Administration and Members of Parliament need to be circulated again to all concerned Executive Functionaries.
[Para 4 of OM No. 11013/2/2012-Estt.A dated 19.11.2014]

(iii) The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in its Second Report tabled in the Lok Sabha on 04.01.2018, has recommended that the consolidated instructions/ guidelines on Official dealing between the Administration and Member of Parliament and State Legislature should strictly be complied by all the Government servants, both in letter and spirit.
[Para 3 of OM No. 11013/4/2018-Estt.A-III dated 07.02.2018]

(iv) The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha, in Paragraph 43 of its Third Report tabled in the Lok Sabha on 4.01.2018, has recommended discouraging and desisting the State Governments to involve Private companies/ agencies in organizing/ sponsoring functions which essentially fall under the domain of State Governments.
[Para 4 of OM No. 11013/4/2018-Estt.A-III dated 07.02.2018]

7. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

8. Any violation of relevant Conduct Rules in this regard, which is established after due enquiry, will render the concerned Government servant liable for appropriate punishment as per Rules applicable.

9. List of the OMs mentioned in this document is annexed. In case any reference to the relevant OM is required, the same may be accessed from the Archive Section of DOPT's website.

10. Hindi version will follow.

13/9/22

(Umesh Kumar Bhatia)
Deputy Secretary to the Government of India
Tel: 011-23094471

To

1. The Secretaries of All the Ministries/Departments of Government of India (as per the standard list)
2. Chief Secretaries of all States/UTs (as per the standard list)

Copy to: -

1. Presidents Secretariat, New Delhi
2. Vice President Secretariat, New Delhi
3. The Prime Minister's Office, New Delhi
4. Cabinet Secretariat, New Delhi
5. Rajya Sabha Secretariat/ Lok Sabha Secretariat, New Delhi
6. The Comptroller and Auditor General of India, New Delhi
7. The Secretary, Union Public Service Commission, New Delhi
8. The Secretary, Staff Selection Commission, New Delhi
9. All attached offices under the Ministry of Personnel, Public Grievances and Pensions
10. National Commission for Scheduled Caste, New Delhi
11. National Commission for Scheduled Tribes, New Delhi
12. National Commission for OBC, New Delhi
13. Secretary, National Council (JCM), 13, Feroze Shah Road, New Delhi
14. CVOs of all Ministries/ Department
15. ADG (M&C), Press Information Bureau, DoPT
16. NIC, Department of Personnel & Training, North Block, New Delhi [for uploading the same on the website of this Department]
17. Hindi Section, DoPT

13/9/22

(Umesh Kumar Bhatia)
Deputy Secretary to the Government of India
Tel: 011-23094471

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Annexure

List of OMs mentioned in this Document

1. OM No. 11013/4/2011-Estt.(A) dated 01.12.2011
2. D.O. Letter No. 11013/4/2011-Estt.(A) dated 9.10.2012
3. OM No. 11013/2/2012-Estt.(A) dated 19.11.2014
4. OM No. 11013/4/2018-Estt.A-III dated 07.02.2018
5. OM No. 11013/4/2018-Estt.A-III dated 11.10.2018
6. OM No. 11013/4/2018-Estt.A-III dated 10.02.2020
7. OM No. 11013/4/2018-Estt.A-III dated 15.03.2021